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Delta Airlines

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Abstract

One of the last traditional carriers, Delta Airlines, has proven its competitiveness in the global market and even thrives in the intensely competitive aviation sector. For years, the company has managed to stay one step ahead of its key rivals thanks to a slew of versatile and often unorthodox management practices. International hub-and-spoke connectivity, coupled with a lengthy list of international partners, enables the carrier to flawlessly satisfy the national and international demand and engage in excellent businesses. The adaptability provided by the agile fleet doctrine, combined with the intelligent use of various financing, allows for the required agility to adjust to fluctuations in customer requirements. Numerous flight options all over the entire range of ticket prices and associated services, coupled with personalized advertising, enable the best quality to the target consumer. This paper focuses on Delta Airlines as the selected carrier for discourse. It focuses on Delta's daily operations, such as staff, planes, perks, aircraft, and upkeep. Besides that, it describes the terms requisite by Delta to function, such as legal requirements, governance, upkeep, and crew certification, among others. It offers accidents involving Delta Airlines and the details of any incident reported to the NTSB to help the reader understand how the carrier functions.

Delta Airlines

Introduction

Delta Air Lines, or solely Delta, is a legacy operator and leading American airline. The company's headquarters are in Atlanta, Georgia, and has been in this area since 1941, once the corporation transferred its main administrative center from Monroe, Louisiana, to Greater Atlanta. It is a sanctuary to Delta Tech-Ops, the carrier's primary servicing, restoration, and revamp faction and the leading full-maintenance air carrier in North America, focusing on instruments, parts, aerostructures, and planned repairs. Delta Connection and its subsidiary companies and regional partners fly over 5,400 trips per day to 325 cities in 52 countries and territories worldwide. The SkyTeam aviation partnership includes Delta as a charter member. Delta has nine terminals, the biggest of which is Atlanta in terms of the overall travelers and departure. It is the world's second-largest passenger traffic, miles covered, revenue, passenger miles ferried, and fleet capacity. On the Fortune 500, Delta Airlines is ranked 69^{th}. "Keep Climbing" is the corporation's tagline. The research examines Delta Airlines to gain a greater insight into its activities. Personnel, special services, upkeep, flights, and fleets are just a few of the issues covered.

Employees

Delta Air Lines employs 91,000 people (Delta Airlines, n.d.). The company offers a range of roles. Staff members at the corporation include gate agents (ticketing), booking sales agents, ramp operations proxies (personal belongings supervisors), managerial personnel, servicing mechanics, flight team members, aviators, and flight assistants. Delta has been consistently rated as a reputable carrier since its beginning. Employees advance with the business regardless of their job entry-level. The vast majority of jobs stated thus far necessitate extensive onboarding and mentoring in either air transport or service and support in a relevant focus. Because of the profession's requirements, staff members must be adaptable enough to move or travel a lot. The hiring of Delta Air Lines staff members is then subjected to a stringent process and background check. The company provides the employees with an ongoing training scheme available to both existing and newly recruited workers. Delta Air Lines workers are eligible for certain advantages within the corporation. The first is discounted commute; it is the most significant job benefit offered to qualified accomplices. Employees' parents, wives, and husbands, and dependent family members are eligible for the reward.

Organization of Delta Airlines

Delta Airlines is a corporation, with a majority of its stake held by the public via listed companies. It means that it is a private business that the government has little input over its growth and expansion. Delta Air Lines does have investment firms, and they own a significant portion of the corporation via stock ownership. With a 39 percent share of the company, the general populace will not be overlooked. While this level of shareholdings may never be sufficient to influence a policy position in their favor, they can impact corporate practices as a group. The company, being a corporation, is both owned by private individuals and firms.

Delta Air Lines' main sponsors include [1] Edward H. Bastian, Glen W. Hauenstein, Peter W. Carter, Vanguard Group Inc., BlackRock Inc. (BLK), and Capital World Investors. Edward H. Bastian holds 0.07 percent of the corporation's shareholdings. Bastian has driven Delta's international presence since assuming the role of CEO in May 2016. Glen W. Hauenstein holds 0.04% of the enterprise's net outstanding stocks. As of May 2016, Hauenstein has served as the president. He is in charge of Delta's grid, income administration, booking purchases, consumer service, satisfaction, and fidelity plans. Peter W. Carter owns 0.03% of the carrier's net outstanding stakes. As of July 2015, Carter has served as Delta's senior vice president, general counsel officer, and company secretary. He is in charge of Delta's constitutional adherence, and government relations groups around the world, and he sits on the carrier's top decision-making council. He interacts with numerous government partners all over the world. Investment firms own respectively 59 and 64 percent of Delta Air Lines' overall share capital. As per the airline's submission for the fiscal year culminating on December 31, 2020, Vanguard establishment controls 65.2 million shares, 10.2 percent of net outstanding shares. With approximately $6.2 trillion in total properties under administration, the firm is chiefly a mutual fund and Index fund investment firm.

Another notable owner of Delta Airlines is BlackRock Inc. It boasts 35.7 million shares in the carrier, which is 5.6% of the shares in the company as per the financial records of the year concluding on December 31st, 2020. As per the corporation's submission for the fiscal year ended December 31, 2020, Capital World holds 28.1% common stake in the airliner, demonstrating 4.4% of net outstanding shareholding. The organization works as an investment portfolio. Its full investment shareholding is worth $518.9 billion. Some notable companies and individuals control the activities and make crucial decisions at Delta Airlines as a private entity.

Government Organization Liable for Monitoring the Well-being of Delta Airline's Activities

The Federal Aviation Authority (FAA) is the government body in charge of aviation industry regulatory oversight and the execution and implementation of an integrated airspace System. Its principal objective is to guarantee air transport safe operation. The FAA's duties entail: controlling flight operations to increase safety both domestically and internationally, encouraging and establishing civil aeronautics, along with innovative aerospace engineering, and developing and managing air transport and navigation for both military and civil planes. It is also in charge of creating innovative national airspace systems and civil aviation, designing and implementing initiatives to regulate noise levels and other environmental impacts of air transport, and controlling commercial space travel in the United States (Federal Aviation Authority, 2016). Commercial space flight amenities and corporate releases of space payloads on dispensable rocket engines are licensed by the FAA. The National Transportation Safety Board (NTSB), a self-governing U.S. federal agency, conducts investigations into aircraft incidents, fatalities, and tragedies.

The FAA, including the European Aviation Safety Agency (EASA), is among the two primary organizations in the world liable for aviation authorization. The FAA is led by a Director whom a Deputy Director aids. Five Assistant Admins answer to the senior Administrator and guide the line-of-business institutions that perform the agency's key objectives. The FAA issues and enforces standards as they apply in aircraft manufacturing, operations, and maintenance. It also certifies the crew that serves the carriers like Delta employees. One of the FAA's principal goals is to ensure safe and convenient use of the airspace(Federal Aviation Authority, 2016). The administration manages an infrastructure of airport towers, air navigation traffic control, and flight service centers and creates air traffic regulations, allocating air routes, and controlling air travel. The FAA installs sensory and digital aids to travel, maintains, operates, and guarantees these infrastructures' quality. It upholds other systems that support air transportation and traffic monitoring, such as data and voice communications systems, radar equipment, computer networks, and graphical hardware at airplane service stops.

Certification Requirements for Flight Deck Crewmembers

A commercial airline pilot certificate is issued if an individual wish to be paid to fly commercial aircraft. Training for the credential returns a flight deck crew to the fundamentals of flight and is far from the physical demands of equipment coaching. A pilot must acquire ranking for every section and category of aircraft that they wish to fly. If a pilot wants to fly parachutists in a light aircraft and freight in a large hauler, they must have a commercial license with a sole engine and a multi-engine score. An FAA new rule in 2018 made acquiring a commercial license smoother and more applicable. Rather than learning in an aged retractable-gear plane, the rule stipulates that flight deck crews can already learn in newer, more technically sophisticated airplanes that closely resemble what they will fly like an expert (Batuwangala et al., 2018). A pilot must have the following qualifications to procure a commercial credential in an aircraft based on FAR Section 61 regulations: 250 hours of flying time, with 100 hours in powered flight and 50 hours in aircraft. Pilot-in-command time of 100 hours, 50 from which must be in commercial planes. Fifty hours of cross-country travel, at least ten of which must be in an aircraft. In addition, flight crew team members must complete 20 hours of instruction, including 10 hours of equipment exercise, 10 hours of intricate or TAA learning, and a smattering of cross-country and realistic standardized testing. 10 hours of individual exercise, along with some cross-country and nocturnal coaching

Moreover, during learning, all flight crews must complete an FAA third-class medical evaluation with an Aeromedical Examiner (AME). A class one medical certificate is issued if one wishes to be a commercial airline pilot. Before being employed by a major airline in the United States, one must clock 1,500 flight hours.

Routes, Rates Charged, Regulations, and Other Economic Factors

Approximately 5,000 aircraft are in the air each hour in the United States, translating to roughly 50,000 planes flying in the sky each day. The air traffic management units on the ground keep these planes from crossing paths. They must organize the movement patterns of multitudes of aircraft, keeping them at varying distances from one another, directing them during takeoff and landing at airport terminals, directing them around poor weather, and ensuring that traffic moves seamlessly and with minimal disruptions. The airspace of the United States is partitioned into 21 territories (centers), and each domain is further subdivided into segments. The Federal Aviation Administration's (FAA) flight control system was created around all these airspace segments and is responsible for regulating the routes each Delta Airline aircraft and others take while in the air.

Regarding licensing and other certifications, it is the role of the FAA to approve any airline and its fleet licensing. When an airplane passes through a specific flight path, it is surveilled by one or more traffic controllers assigned to that segment, but under the watchful eye of the FAA. The control system keeps an eye on this aircraft and gives the flight deck crew directions. The air traffic controller transfers the plane off to the controllers in charge of overseeing the airspace segment as the plane leaves that airspace segment and joins another. The transport department regulates air ticket prices, but prices can also change due to the demand and availability of seats. The national government has the responsibility of governing the aviation industry's business operations. The Department of Transportation (DOT) has implemented guidelines and restrictions to safeguard the public. It is also in charge of overseeing unfair and deceptive techniques by airline companies such as Delta Airlines. Airlines must divulge the regular price of a flight ticket, along with all tax payments, service charges, and customs duty, in their marketing, on their web pages, and a person's e-ticket validation, according to regulations suggested by the Department of Transport (DOT). Airline costs for checked luggage, seat assignments, foods, and other elective offerings must also be disclosed. Nevertheless, these extra charges must be provided on an “opt-in” premise, and one cannot be billed except if they affirmatively pick an offer that raises the ticket cost.

Moreover, other economic aspects like ticket cancellations and delays are also addressed by the department. For instance, Air carriers can charge a fee to change or revoke a reservation. Before actually making a reservation for a flight, a traveler should understand the revocation policies and any fines that may apply. Some arrivals and departures are stalled on the airport runway pre or post-takeoff. Federal regulations restrict the amount of time a plane can be parked on the airport runway.

In some cases, air carriers are forced to allow travelers to exit the plane after a particular time has elapsed and provided food, nourishment, and healthcare services if necessary. Overbooking is also a standard procedure for airlines. There is no such thing as a rule or regulation that forbids it. When a passenger is unwillingly "bumped" from an aircraft, they are entitled to damages from the air carrier.

Airlines are mainly obligated to pay passengers for losses, stalled, or compromised luggage if they are at fault. Furthermore, federal legislation protects against discrimination against disabled passengers and demands that airlines provide accommodation facilities, such as usable restrooms. Besides that, service animals are not recognized as pets because they are taught to facilitate people with a disability. Domestic flights must, in most cases, permit travel with support animals in the cabin. Service animals may be barred from boarding a plane if they present a health and safety-related risk or cause considerable inconvenience to other passengers.

Delta Airline Fleet

Delta Air Lines has 814 passenger aircraft, making it the third biggest air carrier fleet. The carrier has 457 Boeing aircraft, making up 56% of its fleet, and 357 Airbus planes, comprising 44% of the total fleet. The carrier used to lease or buy older model aircraft and use them for up to three decades, much lengthier than other major carriers. On the other hand, Delta started a major fleet-renewal initiative in 2011 with requests for modern and innovative narrow- and wide-body planes. Consequently, Delta still has the second-oldest aircraft among the U.S.'s big four international carriers, but with an average fleet age of 13.8 years.

Before reaching a verdict, the air carrier contemplates the net fee of the jet, together with the retail value, servicing budgets, fuel consumption, or extra variables. Used planes are frequently the most cost-effective option for airlines. Used aircraft can be preserved and reconfigured with entirely new interior decoration. Delta's TechOps aircraft maintenance department offers a positive customer experience even if the aircraft is several years of age. Delta Airlines generally buys planes instead of renting them. The carrier has grown its fleet size to 814 Boeing aircraft and airbus models based on this model. Delta, for instance, purchased 88 used Boeing 717s from Southwest following its unification with AirTran Airways. These planes played an important role in Delta's domestic market and were handed a nose-to-tail makeover before going into service. Delta has likewise combed the globe for used MD-90 aircraft, responsible slender bodies that have been significantly improved and added to the fleet at a low cost. Nonetheless, Delta will purchase modern when it feels right. For instance, in 2017, the air carrier acquired 25 fuel-savvy Airbus A350-900s to operate chiefly longer journeys across the pacific.

Accidents Involving Delta Airline Aircrafts since 1/01/2000

In heavy winds on February 3, 2002, McDonnell Douglas MD-11 aircraft 129 from Atlanta swerved on the runway at Dublin Airport. One of its engines was severely damaged. The catalyst of the airport incident was an unprecedented and rapid wind strong breeze during the early phases of the arrival deployment, triggering a proportion of tilting to the side that the pilot flying could not handle. On March 5, 2015, a second incident involving a McDonnel Douglas MD-88 model at the LaGuardia airport. Aircraft 1086 from Atlanta drifted away from the left side of the tarmac at roughly 160 km an hour, stopping almost parallel to the runway, with its chin on an escarpment next to waterways Flushing Bay. Impact to the vessel's wing (along with a fuel problem), muzzle landing gear, core electronics port, muzzle radar system, and tail section forward of the front entrances stemmed from the unfortunate incident. The plane's brake and the tarmac's surface's status are being investigated as potential explanations of the encounter. There were 23 minor injuries, while 109 occupants fled unharmed.

Comair CRJ-100; August 27, 2006, Lexington. The plane was on its way from Lexington, Kentucky, to Atlanta, Georgia. The plane went down minutes after takeoff, around a couple of miles (800 m) towards the end of the track. The incident occurred immediately before dawn, and no severe weather was known at the time. The plane took off a narrower tarmac, usually used by relatively small private planes instead of the airport's top runway. Two out of the three personnel on board lost their lives, including the 47 travelers. The National Transportation Safety Board concluded that the disaster occurred due to human error. The airline staff representatives' refusal to observe notable reminders and guides to classify the aircraft's spot on the runway when taxing, and their inability to counter-check and authenticate that the passenger plane is on the proper tarmac, was the possible source of this disaster (Daniels, 2016). In June 16th, 2015, a Boeing

747-400 aircraft was cruising in the Chinese airfields. Flight 159 from Detroit Metropolitan Wayne County airdrome destined for Incheon landing field encountered a harsh hailstorm while flying over Chinese territory. The radial, side, and rear tails of the aircraft were severely damaged as a result. The plane was decommissioned due to its advanced years in operation. Also, the carrier had previously initiated decommissioning its Boeing 747-400 fleet.

The jet was hauled from Seoul destined for Pinal Airpark in Marana, Arizona, for provisional servicing. The incident did not result in any injuries to the occupants. On January 14, 2020, a most recent case occurred when a Boeing 777-200 took off from Los Angeles International Airport and landed at Shanghai Pudong International Airport. One of the plane's engines encountered a compressor problem and it stalled mid-air. Minutes after departure, the crew noted an issue. The jet turned around and dropped gas on a five-mile stretch of Los Angeles, injuring 56 people in the process. The jetliner made an emergency stop at Los Angeles Airport, and no one was injured.

Whether a Union represents the Delta Airlines Pilots and Maintenance Personnel

Delta Air Lines has operated as a commercial passenger carrier since 1928. The carrier has gone through multiple intrigues, consolidations, and takeovers to get to where it is presently: a partially unionized airline that is different from other competitors. Although its flight crews and operators are union members, a significant proportion of its employees, such as flight staff and ground handlers, are not.

Due to the evolving periods and recruitment of new staff, the Association of Flight Attendants was trying to make a further effort to unionize the 25,000 Delta flight crew in 2019. The carrier is the largest non-union carrier in the United States. In the merger of Northwest

Airlines and Delta, the major hurdle to its non-unionized culture occurred in 2008. Ever since, Delta's flight attendants have failed to unionize three times: in 2002, 2008, and 2010. Miranda (2021) suggests that Delta's revenue formula has kept its staff members from joining unions for ages. This is because the carrier prides itself in favorable labor relations with its workers and the corporation's capacity to respond to the market with substantial pay hikes or pay cuts. This method has worked for the carrier, making it the world's largest carrier based on revenue accumulation and market capitalization. Delta implemented significant salary increases of about 14.5 percent for non-unionized staff in December 2015 while still reducing its profit-sharing pledge by about $500 million in the first year of the adjustment (Miranda, 2021). Non-unionized workers still would earn 10% of the business's annual profit under the new profit-sharing guidelines, but only the increased 20% of earnings over the preceding year's count. This is a substantial shift, culminating in non-unionized individuals earning 20 percent revenue sharing only during good years.

With Delta Airline's gigantic workforce, its non-unionized flight attendants and maintenance personnel must determine whether they want to join the flight crews. They must also decide if they are content with salary increases and reduced profit-sharing incentives and avert the prevailing labor unions push. Delta's profit-sharing plan has managed to keep its staff members from joining a union for so long, but that may not be the case in the coming years. Since 2000, Delta Airline's pilots have made close to three attempts to engage in industrial action. However, through negotiations, they always arrive at a solution to their issues with the employer and other related parties.

Moreover, non-unionized delta workers are not prohibited by any law to join a union. What is currently stopping them is the threats and intimidations from the top management of the carrier. In addition, the non-unionized workers have consistently voted against joining labor unions, leaving them with little choice but to work as non-unionized employees. For decades, the Atlanta-based carrier has successfully resisted employment organizing attempts by investing in a masterful and elegant maneuver. Many employees believe that Delta is an appealing company to work for, with good benefits and even more than a billion U.S. dollars in revenue-sharing incentives paid out to employees annually. They would not want to jeopardize everything by joining unions and being in perpetual conflict with the company. It is no coincidence that Delta's pilots are the only unionized workers, whereas flight crew, technicians, ground handlers, customer service representatives, and others are not (Miranda, 2021). A union represents just under 20% of the carrier's employees. The business's air hostesses and ground employees do not require a union since a "direct connection" between workers and management is the lynchpin of Delta's unique culture.

Moreover, since the company's pay and reward strategy is at the top of the industry, whenever issues arise with the non-unionized employees, the management and the staff sit down and discuss the issues and develop ways of addressing employee issues. A key component of Delta leadership's anti-union tactic typically entails a cadre of staff members who act as supporters for administration and advance the cause opposing unionization. There are a lot of Delta enthusiasts among the company's employees. Besides that, some employees have raised reservations about discriminatory practices and the company's different category of staff, known as reserve contingent, who have fewer hours and are compensated less. Delta has traditionally relied on web pages, bulletins, mailings, and banners displayed in meeting rooms to persuade workers that unionizing is a horrible idea.

In summation, Delta is one of the world's most acceptable carriers. The airline, known for its service quality and elegance, has kept its upper-middle-class and corporate travelers happy. Whereas many airline companies keep cutting expenses to compete successfully with emerging low-cost carriers, Delta remains committed to serving the middle and top clients where it flourishes. Delta Air Lines has been in the aviation industry for a long time and has demonstrated that its business model successfully addresses its clients' need to fly from one place to the other. However, just like any other airline, the carrier has challenges to address. The push to unionize its workers is gaining momentum, and the Covid-19 pandemic has seen many airlines suffer revenue losses.

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